

## About the Incident

<b>Incident Date</b>	May 24, 2021
<b>Category</b>	35 - Home Improvements/Home Repair/Home Warranties
<b>Give a complete statement of the facts, with dates</b>	<p>In May of 2021 we purchased a solar system from Solar Titan USA that was supposed to be a large enough system to offset the majority of our electric bill. We financed the deal through Sunlight Financial. The panels were meant to go up in a few months but solar titan repeatedly had delays in the install and it was not until March 28th of 2022 that our system was turned on. I had to call them constantly for them to proceed to the next step in our installation process. It seemed that they would never try to get anything done with our system until I called them repeatedly about it.</p> <p>I noticed immediately that the solar panels appeared to be significantly underperforming. I called solar titan and they came and did an inspection and noticed that 25% of the panels were not working due to a faulty part with the panels. They later came and fixed that but it in no way near got the system running to the capacity that they had said that it would. During the best of months with the system our utility bill is still more than half of what it was before the system was installed.</p> <p>At the current time the system is underperforming further and it appears that all of the panels are not working again. I have even cut down all of the trees and branches in my yard to try to give the panels the best shot at producing power and they are still under performing. I hesitate to call them again because our system has never ran like they said it would and the hassle that I have to go through with them does not seem worth it at this point.</p>
<b>Amount involved?</b>	53000.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	No
<b>What would you like the business to do?</b>	I would like the solar panels off of my roof and our agreement nullified. They have never come close to meeting the terms of our agreement. My utility bills averaged about \$110 a month before I had the solar panels installed. I now have utility bills that average close to \$80 with a large solar payment on top of that. I pay \$316.87 a month for solar panels that have no strong effect on my bill.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Stephanie

When did you make contact? 12/19/22

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Radio/TV/news story

### Attachments

How many files are you uploading? 2

File #1 <https://stateoftennessee.formstack.com/admin/download/file/13892989144>

Supporting text about the file#1 Here you can see how ineffective the \$53,000 panels are at limiting our utility usage.

File #2 <https://stateoftennessee.formstack.com/admin/download/file/13892989146>

Supporting text about the file#2 Here you can see how much the solar panels cost.

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: December 19, 2022 1:26 pm  
 Browser: Chrome 108.0.0.0 / Windows  
 Unique ID: 1048644757

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Oswaldo Vazquez-Marin II

**Age Range** 40-49

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 2572 Emerald Court  
CLARKSVILLE, TN 37042

**Complainant Phone** (931) 494-1512

**Complainant Email** oswaldovm@gmail.com

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 11205 Outlet Dr  
Knoxville, TN 37932

**Respondent Phone** (865) 392-1036

### About the Incident

**Incident Date** Mar 01, 2022

**Category** 33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales

**Give a complete statement of the facts, with dates**

I signed my Solar Titan USA contract on 1/2/2022. My contract stated I was to have a roof system not a ground system which is what they were trying to install. After several calls and delays my roof system was installed in April 2022. After installation we failed inspection twice Solar Titan USA was a no show for inspection therefore the inspector proceeded with the inspection and emailed Solar Titan USA the findings. I had to deal with numerous phone calls in between speaking with manager Jessica several service reps no call backs. Messages left with Dale Roden head of operations. Throughout this time I'm paying for the loan for the panels and getting threatening phone calls about payments when payments were missed. I explained at this point that my panels are still not functioning and we keep failing inspection. Im paying my electric on top of the loan and not saving any monies thus far. Once my system was supposedly up and running November 2022 I find out that my electrical is screwed up and half of my kitchen GFI is not working. I had to wait for them to get someone out to fix my kitchen GFI outlets. At this point I had to plug things up in my office to use for my kitchen. Finally that was fixed now I find out after a recent power outage that my entire downstairs including appliances in the garage that is supposed to work during a power outage is not working at all. I called several times and the response up until 12/2022 is your on the list!! In the meantime I have not been compensated/ reimbursed from Mosaic our lender nor Solar Titan USA for the issues that we are still having!! I'm beyond upset our sales person no longer works for the company we were lied to about the functionality of our system from our sales person. We tried to contact the CEO several times throughout the year no response. Seems management changes so much Solar Titan USA cant keep track of customer issues. I was told by one of the service men that worked on our system that this was not the first time hearing that customers were being told that they were getting systems to power their entire home to find out you are only getting two rooms in most cases. This is obviously a common practice to get consumers to sign these contracts lock us in steal our hard earned money and produce nothing! To add to all of this Mosaic has the audacity to report to the credit bureau late and missed payments. Mosaic should be held accountable as well for working with a company that does not produce what they advertise.

<b>Amount involved?</b>	57250.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	No
<b>What would you like the business to do?</b>	I would like my to be compensated for my electric that I was suppose to save on and the payments made to Mosaic on the the loan. I would also like for my loan to be closed Solar Titan USA should be responsible for the loan at this point. Solar Titan USA has done nothing but consistently lie to me.

<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Jessica Ashley Joe several customer service reps Dustin S. was our sales rep
<b>When did you make contact?</b>	All year sometimes everyday waiting 2hrs on hold sometimes.
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Jessica
<b>Job Title</b>	Manager
<b>Phone</b>	(865) 392-1036
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Social media

### Attachments

<b>How many files are you uploading?</b>	0
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### Attestation

<b>Attestation</b>	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time:

December 19, 2022 1:12 pm

Browser:

Chrome Mobile 96.0.4664.61 / Android

Unique ID:

1048637959

**Consumer Complaint Process - Acknowledgement**

Acknowledge

**Complainant Information****Complainant Name** Crystal Walton**Age Range** 40-49**Are you an active duty service member, military dependent, or retired from active duty military service?** No**Country of Residence** United States**Complainant Address - United States** 807 Haynes Rd  
Dandridge, TN 37725**Complainant Phone** (865) 291-7579**Complainant Email** crystalwalton01@gmail.com**Respondent Information****Respondent Name** Solar Titan**Respondent Country** United States**Respondent Address - United States** 414 N. Peter's Rd  
Knoxville , TN 37922**Respondent County** Knox**Respondent Phone** (865) 392-1036**Respondent Email** solartitan@gmail.com

## About the Incident

Incident Date	Sep 19, 2019
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	Sales woman states" you will have electricity in your whole house if the power goes off. Your neighbors will be jealous". When installed the installers state" Which three outlets do you want to work when the power goes out"? No big appliances either. Date of 9-2019
Amount involved?	40000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Constantly
Where	Internet
What would you like the business to do?	Take back the panel's and repair roof
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Several people
When did you make contact?	Every month for 6 months
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Social media

## Attachments

How many files are you uploading?	0
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## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submit form to:

**Consumer Complaint Form**  
Division of Consumer Affairs  
Tennessee Attorney General's Office  
P.O. Box 20207  
Nashville, TN 37202-0207  
(615) 741-4737 Phone  
Consumer.Affairs@ag.tn.gov

(Departmental use only)

Received in office:

**RECEIVED**

DEC 15 2022

TN Attorney General's Office  
Division of Consumer Affairs

**Section I: How Do We Reach You?**

**Your Contact Information**

Please print clearly or type. All fields marked with an asterisk (\*) are required. Provide as much information as possible.

\*Name: KATHIE M. McDermott

\*Address: 1995 Hwy. 31E

\*City: Gallatin

\*State: TN. \*Zip: 37066

\*(Tennessee Residents only) County: Sumner Co.

Phone: Home (417) 247-0158 <sup>mobile</sup> Work: ( ) Email: kathie.mcdermott257@yahoo.com

Best Contact Time: Any Time

**Section II: Who is Your Complaint Against?**

**Business Contact Information**

Business Name: Ideal Horizon Benifits LLC-DBA Solar Titan USA

Contact person: Jason

\*Address: 414 N. Peters Rd.

\*City: Knoxville \*State: TN. \*Zip: 37922

Phone: (865) 392-1036 <sup>another number</sup> Fax: ( ) 865-352-7324

Email: Website address:

Type of product or service: Solar System for Home.

**Section III: What Happened?**

**Details of Incident**

\*Amount Involved: \$120,000 How did you pay? 2-Cashier-Checks \*Date of transaction: 1/1  
<sup>\$60,000. Each</sup>

\*Have you contacted the business about this complaint? yes With whom did you speak/when: Jason

\*What are you asking the business to do? After NOT doing what I was promised and after numerous (fails) on INSPECTIONS - I want a Complete Refund.

\*What did the business do? DID NOT FULL Fill The Contract.  
after 6 months I still do not HAVE Connection of Panels

List all agencies you have contacted about this complaint: St. of Tenn. Dept. of Commerce + Insurance  
Loftis

\*Have you or the business filed a lawsuit regarding this complaint? ☐ YES ☒ NO

Was this product or service advertised: YES If YES, when and where? In a throw away paper  
(Please provide a copy of the advertisement if it is available.)

\*Briefly describe your complaint. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will NOT be returned.

On June 10<sup>th</sup>, I Received a call From Dewayna Mickey From Solar Titan to make an appt to come to my Home to Show me about Solar.  
She Arrived at 10:00 am on the 19<sup>th</sup> of June. She showed me the Brochure & Explained The system. Estimating what the system would need. She at that Time told me that I would get a 30,000 Rebate when I Filed my Tx's & it would be a check. Sounded good to me. I told her that I could redo my kitchen with that money. Also that I had to Contact my Tx person to get a tax form 5695 Residential Energy Credit. I did that.  
8/0 They came out to install system. As it was Completed I was told that it would ONLY do 1/3 of my Home. I said that is not what I bought, for \$20,000. The Company was called, and I spoke to John Carol, he said he would make everything Right. I'm still waiting. After 3 inspections Failed and 2 trips to get it right. Plus damage to my drainage system around my home. I was told that what They put in was wrong and Not a system that I Bought. my Home is 5480 sf. I Needed a bigger system and they did not give me what I bought.  
Last inspection was Nov. 22, 2022, I Failed Badly.  
I am 72 yr. old - I want my Money Back in Cashier Check.

**Section IV: Automobile Complaints**  
(Required Information for Automobile Complaints Only)

\*Year: \_\_\_\_\_ \*Make: \_\_\_\_\_ \*Model: \_\_\_\_\_

\*Vehicle Identification Number (VIN): \_\_\_\_\_

**Section V: Final Step**

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business, and I understand this complaint may be used in legal proceedings brought under the Tennessee Consumer Protection Act.

\*Signature: Kathleen M. McDermott \*Date: Dec. 13, 2022

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

**OPTIONAL: We would appreciate having the appropriate boxes checked**

Age: ☐ 18-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☒ 60 or older

Have you previously filed any complaint(s) with the Division in the last 2 years? ☐ YES ☒ NO

If yes, please state against whom: \_\_\_\_\_



Submit form to:

Consumer Complaint Form  
Division of Consumer Affairs  
Tennessee Attorney General's Office  
P.O. Box 20207  
Nashville, TN 37202-0207  
(615) 741-4737 Phone

Consumer.Affairs@ag.tn.gov

(Departmental use only)

Received in office

RECEIVED

DEC 14 2022

TN Attorney General's Office  
Division of Consumer Affairs

### Section I: How Do We Reach You?

#### Your Contact Information

Please print clearly or type. All fields marked with an asterisk (\*) are required. Provide as much information as possible.

\*Name: Carolyn + Dillard Mabe

\*Address: 263 Haley Ave

\*City: Doyle \*State: Tenn \*Zip: 38559

\*(Tennessee Residents only) County: White

Phone: Home ( 931 ) 316-2192 Work: ( ) Email: Carolyn1944d@gmail.com

Best Contact Time: Any time

### Section II: Who is Your Complaint Against?

#### Business Contact Information

\*Business Name: Solar Titan USA Knoxville Tenn mosaic Bank

Contact person: I can only talk to consumer service

\*Address: 414 N Peterson Rd

\*City: Knoxville \*State: Tenn \*Zip: 38559

Phone: ( 865 ) 392-1036 Fax: ( ) ?

Email: solar titan usa. com Website address: 1-865-392-1036

Type of product or service: Generac Hyundai Cerd Jinko Solar cells solar edge  
Iron Ridge Solar Eaton mosaic Sunlight Financial NABCEP Solar Rebate

### Section III: What Happened?

#### Details of Incident

\*Amount Involved: \$ 34,000.00 How did you pay? mosaic Bank \*Date of transaction: 7/26/2021

\*Have you contacted the business about this complaint? yes With whom did you speak/when: Consumer Service

\*What are you asking the business to do? Solar Titan has been called so has  
mosaic Bank about this, I have been waiting ever since for 2021

\*What did the business do? NO Solar panels are working ever time I call  
they put me off. mosaic Bank says there is nothing they can do.

List all agencies you have contacted about this complaint: Solar Titan mosaic Bank

\*Have you or the business filed a lawsuit regarding this complaint? ☐ YES ☒ NO

Was this product or service advertised: yes If YES, when and where? my home 7-26-2021

(Please provide a copy of the advertisement if it is available.)

\*Briefly describe your complaint. Use chronological order, by dates. Include copies of any contracts, sales slips, canceled checks, correspondence or supporting documents. **DO NOT** mail original documents; these will NOT be returned.

I Purchased Solar Panels from a Salesman on 7-26-2021  
Have yet to have the finished product.  
When I Call which has been many often. the Customer Service  
puts me on hold for a long time. Comes back to relay  
the answer which they will be there as soon as possible.  
They still today have got the panels, but hasn't been  
turned on. Also tore two shingles off my roof.  
Im paying a Electric bill and also 152.42 to mosaic. Bank  
We are on Social Security so its hard to pay and  
have groceries and our medicines.  
I am 78 yrs old and my husband is 77.  
Please Please help us if you can, or if it is possible.

Thank you so much  
Carolyn & Billard make

Hope I fill it out ok don't have much education

Section IV: Automobile Complaints  
(Required Information for Automobile Complaints Only)

\*Year: \_\_\_\_\_ \*Make: \_\_\_\_\_ \*Model: \_\_\_\_\_

\*Vehicle Identification Number (VIN): \_\_\_\_\_

Section V: Final Step

If you hire an attorney and/or file a private lawsuit, you have a limited time to sue under the Consumer Protection Act. You have one (1) year from the time you found out about the deceptive act or practice, and no more than five (5) years from the time the deceptive act or practice occurred. Consult a private attorney regarding your legal rights.

By my signature below, I hereby attest to the accuracy and truthfulness of the content, I authorize the Tennessee Division of Consumer Affairs to send a copy of this complaint to the business, and I understand this complaint may be used in legal proceedings brought under the Tennessee Consumer Protection Act.

\*Signature: \_\_\_\_\_ \*Date: \_\_\_\_\_

All complaints submitted to the Tennessee Division of Consumer Affairs are subject to the Public Records Act, T.C.A. Title 10, Chapter 7.

OPTIONAL: We would appreciate having the appropriate boxes checked

Age: ☐ 18-29 ☐ 30-39 ☐ 40-49 ☐ 50-59 ☐ 60 or older

Have you previously filed any complaint(s) with the Division in the last 2 years? ☐ YES ☐ NO

If yes, please state against whom: \_\_\_\_\_



Submission Time: December 16, 2022 9:48 am  
Browser: Mobile Safari 16.1 / iOS  
Unique ID: 1047588898

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Brandon Daniel Gray

**Age Range** 30-39

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 864 Caney Hollow Rd  
Newport, TN 37821

**Complainant Phone** (423) 608-0437

**Complainant Email** jugheadbrandon@gmail.com

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N Peters Rd  
Knoxville, TN 37922

**Respondent County** Knox

### About the Incident

**Incident Date** Dec 16, 2022

**Category** 33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales

**Give a complete statement of the facts, with dates**

I bought solar from solar titan usa in 2021. I had problems for around a year and now I'm still having problems out of my battery. They did not tell me that the battery would not work when it's 41 degrees and below. Last winter my battery did not work at all and the same is with this year. From looking at my light bill, solar is not helping much at all. They said I wouldn't have much of a light bill. They lied. My light bill is still around the same. I can not get a hold of anyone and if I do they will not call me back.

Amount involved?	55000.00
How did you pay?	Other
Was this product or service advertised?	Yes
What would you like the business to do?	Refund me the \$40,000 that I paid and fix my roof because it will have holes in it when they remove the solar panels. I'm figuring around \$15,000 to fix my roof.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio/TV/news story

### Attachments

How many files are you uploading?	0
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### Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: December 15, 2022 2:18 pm  
Browser: Mobile Safari 16.0 / iOS  
Unique ID: 1047232446

### Consumer Complaint Process - Acknowledgement

Acknowledge

#### Complainant Information

Complainant Name Casey Robinson

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 906 Fredricksburg Rd  
Mt juliet, TN 37122

Complainant Phone (615) 627-7757

Complainant Email casey.wix@gmail.com

#### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd  
Knoxville , TN 37922

Respondent Email daleroden@solartitanusa.com

#### About the Incident

Incident Date Dec 15, 2022

Category 40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

We previously had a complaint open but I am requesting another be opened. I sent a request and it wasn't answered.

We went under contract with Solar Titan in July 2021. A sales rep came to our home and let us know we could save drastically on our electric Bill by signing with them. It would help alleviate utilities inflation pressure on us and ultimately would save us about 75% of our home's electric costs.

We financed with mosaic (a dollar financing company recommended by Solar Titan), not a small amount.

We now pay a loan payment and have yet to see any dip in our utility electric bill.

We have had MANY crews out to our house, we have had MANY conversations with Solar Titan about how to fix the issue.

Ultimately, they let us know they didn't originally research what size system we would need. They didn't ask but for only one monthly electric bill. From our last conversation with Mr Rosen at Solar Titan, the system they installed will never get us to the contracted and agreed upon savings. He says he asked the owners about cancellation, and they supposedly refused.

The only solution they're providing is to come back and add additional equipment and monitor the system then for AN ENTIRE YEAR to see if it works.

We are appalled. We do not trust this business or their products.

We are looking into mediation and legal action, as we do not want to business with this company and believe we've been scammed.

<b>Amount involved?</b>	50000.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>Where</b>	Instagram
<b>What would you like the business to do?</b>	Cancel our contract and loan financing with mosaic
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes

**With whom did you speak?** Dale Roden

**When did you make contact?** 11/1/22

**Is there anyone else with firsthand knowledge of your complaint?** Yes

**Enter their name** Patrick Robinson

**Email** patr.ckrobinson@gmail.com

**Have you or the business filed a lawsuit regarding this complaint?** No

**How did you hear about the Division of Consumer Affairs complaint program?** N/A

### **Attachments**

**How many files are you uploading?** 0

### **Attestation**

**Attestation** By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:  
Browser:  
Unique ID:

December 8, 2022 6:40 pm  
Firefox 107.0 / Windows  
1044022718

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Samuel Elidio Gely Jr

**Age Range** 40-49

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 208 Merry Anne Dr.  
Piney Flats, TN 37686

**Complainant Phone** (414) 737-8875

**Complainant Email** jr\_bailador@hotmail.com

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N. Peters Road  
Knoxville, TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** customercare@solar titanusa.com

## About the Incident

**Incident Date** Dec 08, 2022

**Category** 40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates** June 4th 2022 I agreed to get a Solar system for my home from Solar Titan USA.

August 17th 2022 my Solar System was Installed.  
all permits and inspections have been completed.  
today is December 8th 2022 and my system is still not working.  
the entire way I was left out of the loop  
I would have to call constantly to see where things stood with progress  
once the final inspection was done  
they stated my case as completed at first because  
I noticed that my utility meter was drawing power from the utility company still.  
I call them again and they said they would have to send someone out to service the battery.  
I am still waiting to have someone show up to service my system.  
I have been told I was on a list to get on the list for service.  
I was on the list at one point but the service person never showed up  
So I have to wait again to get on the list.  
I was told originally that it would take 4-6 weeks to be up and running  
it is about to be 4 months since my system was installed.  
I feel cheated.  
I have been paying for several months my loan payment for my solar system along with my utility bill  
Solar Titan USA has received full remaining payment at installation.  
(8/17/22)  
Usually full payment is dispersed when the work is completed  
to me completed means operational, not hardware is installed.  
they got there money and now they don't need to deal with me anymore or  
there is no urgency to service what they sold me it seems like.  
if I get treated like this and I'm a new customer, I can't imagine the service I  
will get for repairs in the future or a warranty call for parts and service.  
I have no confidence in this company that they can support what they sell.

**Amount involved?** 45500.00

**How did you pay?** Other

**Was this product or service advertised?** No

**What would you like the business to do?** Full Reimbursement

<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Customer Service
<b>When did you make contact?</b>	twice a week for 4 months by phone or email
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	No
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Word of mouth

### Attachments

<b>How many files are you uploading?</b>	0
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### Attestation

<b>Attestation</b>	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: December 7, 2022 6:39 pm  
Browser: Chrome 87.0.4280.88 / Windows  
Unique ID: 1043505448

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name CATHERINE BATES

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1693 CARTHAGE RD  
RED BOILING SPRINGS , TN 37150

Complainant Phone (615) 388-9725

Complainant Email catherinebowlus@yahoo.com

### Respondent Information

Respondent Name SOLAR TITAN USA

Respondent Country United States

Respondent Address - United States 414 NORTH PETERS RD  
KNOXVILLE, TN 37922

Respondent Phone (865) 392-1036

### About the Incident

Incident Date Dec 07, 2022

Category 35 - Home Improvements/Home Repair/Home Warranties

**Give a complete statement of the facts, with dates**

BOUGHT SOLAR PACKAGE JUNE 1,2022. AFTER MULTIPLE DELAYS, AND THE SOLAR WAS INSTALLED IN NOVEMBER, IT DOES NOT PRODUCE ENYERGY FOR US TO CONSUME. WHEN I CALLED SOLAR TIATN, THEY SAY THEY DO NOT KNOW WHY WE DON'T MAKE ENERGY AND THEY DO NOT KNOW HOW TO FIX IT. I OWE A \$65,000 ON A LOAN, AND HAVE PAID \$1,000 FOR THE GROUND MOUNT INSTALL ON MY CREDIT CARD, ON SOMETHING THAT DOES NOT WORK TO MAKE CONSUMABLE ELECTRICITY FOR OUR HOME.

Amount involved?	66000.00
How did you pay?	Other
Was this product or service advertised?	No
What would you like the business to do?	REFUND ME MY MONEY AND TAKE THE EQUIPMENT OFF THE HOME.
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	CUSTOMER SERVICE
When did you make contact?	MULTIPLE TIMES
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	WILLIAM BATES
Phone	(615) 670-3525
Email	WILLIAMBATES1983@GMAIL.COM
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Radio/TV/news story

### Attachments

How many files are you uploading? 0

### Attestation

**Attestation** By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:  
Browser:  
Unique ID:

December 2, 2022 1:49 pm  
Chrome Mobile 108.0.0.0 / Android  
1041399377

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Natalie Rodriguez Rodriguez

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? Yes

Country of Residence United States

Complainant Address - United States 30 PROVIDENCE DRIVE  
COVINGTON, GA 30016

Complainant Phone (470) 205-3549

Complainant Email Peterrodrigurz3322@gmail.com

### Respondent Information

Respondent Name Solar titan usa

Respondent Country United States

Respondent Address - United States 11205 outlet drive  
Knoxville, , TN 37932

Respondent Phone (470) 205-3549

Respondent Email PETERRODRIGUEZ3322@gmail.com

### About the Incident

Incident Date Dec 02, 2022

**Category**

40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

I am a senior and a Vietnam veteran I been dealing with solar titan usa for past 11 months they put solar panels on my roof in February and the system has not worked since they install them I've tried to call them either they don't answer or give me the runaround, I been paying the finance company for the last 11 months for a system that does not work they're scamming seniors and veterans, it's the worst mistake I ever made dealing with solar titan usa am stuck something has to be done about companies like that this company is killing me I can't get any help from anyone they sent me a letter saying they would reimburse me for all the times that my system is out of commission, am still waiting to hear from them all they do is lie, maybe you can find a way to help me thank you Mr Rodriguez, from Georgia tel. 470-205-3549

**Amount involved?**

66000.00

**How did you pay?**

Credit card

**Was this product or service advertised?** Yes**What would you like the business to do?**

I would like to see if I could get a refund for all the money I've paid while my system has been inoperable and to stop companies like solar Titan from doing this to someone else

**Is this an Automobile Complaint?**

No

**Have you contacted the business?**

Yes

**With whom did you speak?**

I spoke to a number of people and when they did pick up

**When did you make contact?**

I've been trying to contact them on and off since February we are now in December I spoke to them this morning and they hung up on me

**Is there anyone else with firsthand knowledge of your complaint?**

Yes

**Enter their name**

Del Riten

**Job Title**

N/A

**Phone**

(865) 606-0561

**Email**

peterrodriguez3322@gmail.com

**Have you or the business filed a lawsuit regarding this complaint?** No**How did you hear about the Division of Consumer Affairs complaint program?**

Internet search

## Attachments

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How many files are you uploading? 3

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File #1 <https://stateoftennessee.formstack.com/admin/download/file/13798840880>

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File #2 <https://stateoftennessee.formstack.com/admin/download/file/13798840881>

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File #3 <https://stateoftennessee.formstack.com/admin/download/file/13798840882>

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## Attestation

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Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: November 21, 2022 1:27 pm  
Browser: Chrome 107.0.0.0 / Windows  
Unique ID: 1037386519

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Kristin Lee McDaniels

Age Range 18-29

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 54 Forkum Ln  
Lafayette, TN 37083

Complainant Phone (615) 295-4222

Complainant Email kristin.l.mcdaniels@gmail.com

### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email customercare@solar titanusa.com

## About the Incident

**Incident Date** Nov 21, 2022

**Category** 33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales

**Give a complete statement of the facts, with dates** I started my contract on February 25, 2022 and I have had the solar panels physically on my roof since March and they have not worked at all. There were several reasons given why they would fail inspection and when there was an attempt to correct them, the technicians would not show up. In September, I finally had 2 great technicians show up and fix the problem that was listed on the inspection report. However, they are still not working and I am done with this process. When I started this, I was informed that it could take 4-6 months to get things up and running, however, it has been longer than 6 months. I am now at the 9 month mark of them not working, and do not see any point in which they will work. I have shoveled out thousands of dollars for a system that is not going to ever work. Today (11/21/22) I asked them to be removed from my house, considering there is no reimbursement for a system that I was paying for, that has not worked. I have a loan for over \$50,000 that I have been paying on monthly, for something to not work. However, if I cancel the contract, I will still have to pay a percentage because it wasn't cancelled within 3 days.

I also know that there is currently an investigation with the Kentucky Attorney General regarding the same company.

**Amount involved?** 50500.00

**How did you pay?** Other

**Was this product or service advertised?** No

**What would you like the business to do?** I want the business to cancel my entire contract, including the "cancellation fee."

**Is this an Automobile Complaint?** No

**Have you contacted the business?** Yes

**With whom did you speak?** Angela

**When did you make contact?** 11/21/22

**Is there anyone else with firsthand knowledge of your complaint?** No

**Have you or the business filed a lawsuit regarding this complaint?** No

How did you hear about the Division of Consumer Affairs complaint program? Internet search

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### Attachments

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How many files are you uploading? 1

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File #1 <https://stateoftennessee.formstack.com/admin/download/file/13740319882>

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Supporting text about the file#1 Installation Agreement, Interconnection Form, and Loan Closing Document

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### Attestation

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Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: November 8, 2022 12:41 pm  
Browser: Mobile Safari 16.0 / iOS  
Unique ID: 1031265444

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Casey Robinson

Age Range 30-39

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 906 Fredricksburg Rd  
Mt Juliet, TN 37122

Complainant Phone (615) 627-7757

Complainant Email casey.wix@gmail.com

### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Rd  
Knoxville, TN 37922

Respondent Email sarah@solar titanusa.com

### About the Incident

Incident Date Jul 05, 2021

Category 40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

We signed a contract 7/5/2021 with Solar Titan USA.

I previously had a complaint filed and want to open another.

We were told our electricity cost would offset by 75%. It has only gone up. No benefit whatsoever.

We have been making payments on a loan for \$50,000... so that added loan payment is also now part of our monthly electricity cost.

We have been working with Dale Roden at Solar Titan USA, and although he has been trying to help, they have basically agreed that what we signed up for is impossible.

They have had the data wrong for what our home needs from the very beginning and can only achieve the results promised by adding additional equipment to our house.

He asked the owners if our contract could be terminated, and apparently they said no. The only option is adding more equipment in a location that was not recommended by their architect.

We don't want more equipment, nor do we believe it'll actually get us to where we need to be at the original terms, vocally told to us by their sales person.

They are telling us after they add the equipment, they need to monitor it for a year to be able to tell if it's working.

We've already gone over a year without what we paid for and are completely unwilling to move any further with them and wait another year. That's laughable.

Their contract says we can't seek private legal assistance so we've notified them we're looking into the arbitration route. Not sure what that process looks like, but we're setting down that path.

We don't trust this company.

We don't want to negotiate any longer.

We want out of the contract and our loan canceled (not a request of cancellation).

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<b>Amount involved?</b>	50000.00
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<b>How did you pay?</b>	Other
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<b>Was this product or service advertised?</b>	Yes
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<b>Where</b>	Instagram
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**What would you like the business to do?** Refund us, cancel the contract and the loan, and get the equipment off our house and restore our house back to its original condition

**Is this an Automobile Complaint?** No

**Have you contacted the business?** Yes

**With whom did you speak?** Dale Roden

**When did you make contact?** Currently in an email chain, spoke last week

**Is there anyone else with firsthand knowledge of your complaint?** No

**Have you or the business filed a lawsuit regarding this complaint?** No

**How did you hear about the Division of Consumer Affairs complaint program?** Word of mouth

### Attachments

**How many files are you uploading?** 1

**File #1** <https://stateoftennessee.formstack.com/admin/download/file/13665393219>

**Supporting text about the file#1** Contract and agreement with salesperson name

### Attestation

**Attestation** By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: November 2, 2022 9:36 am  
Browser: Safari 15.6.1 / OS X  
Unique ID: 1028805869

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Lane Gerhardt Sr

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 775 Goddard St  
Alcoa , TN 37701

**Complainant Phone** (865) 216-3432

**Complainant Email** lgerhardt@mac.com

### Respondent Information

**Respondent Name** Solar Titan

**Respondent Country** United States

**Respondent Address - United States** 414 N Peters Rd  
Knoxville, TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** breezemeridith@solartitanusa.com

## About the Incident

**Incident Date** Jul 29, 2020

**Category** 33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales

**Give a complete statement of the facts, with dates** Promised 70-90% decrease in electric usage. System has never worked, marginal decrease of 12% likely due to new more efficient air unit.  
Promised a review, never return my calls. I have all the numbers to back my claims. Look forward to hearing from someone.

**Amount involved?** 54000.00

**How did you pay?** Other

**Was this product or service advertised?** No

**What would you like the business to do?** Either fix it or remove it

**Is this an Automobile Complaint?** No

**Have you contacted the business?** Yes

**With whom did you speak?** Breeze Meredith

**When did you make contact?** approximately 6 months ago

**Is there anyone else with firsthand knowledge of your complaint?** No

**Have you or the business filed a lawsuit regarding this complaint?** No

**How did you hear about the Division of Consumer Affairs complaint program?** Internet search

## Attachments

**How many files are you uploading?** 0

## Attestation

**Attestation** By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:  
Browser:  
Unique ID:

November 1, 2022 2:25 pm  
Chrome 106.0.0.0 / Windows  
1028463782

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Laura Payne

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 369 Holiday Acres Drive  
Springville, TN 38256

Complainant Phone (931) 216-5153

Complainant Email qcc1594@aol.com

### Respondent Information

Respondent Name Ideal Horizon Benefits LLC

Respondent Country United States

Respondent Address - United States 414 N Peters Rd  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email media@solaritanusa.com

## About the Incident

**Incident Date** Dec 07, 2021

**Category** 33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales

**Give a complete statement of the facts, with dates** On 12/07/2021 my husband, Ralph Payne, and I signed a contract with Ideal Horizon Benefits LLC, dba Solar Titan USA for a Solar PV Package to be installed at our residence in Springville, TN; we financed the \$71,500.00 purchase price with their recommended finance company, Mosaic for twenty-five (25) years @ 6.29% interest, the first payment of \$365.70 due 04/21/2022. The installation was to be completed within six (6) weeks of the signed contract. It is now almost a complete YEAR later, and I am making monthly payments on a solar system that is inoperable because it has not been completed. I have contacted the company dozens of times and have been told "we'll get someone out there in two (2) weeks" (no one has ever shown up) and most recently I was told I would be "refunded all the payments I've made to Mosaic and wouldn't have to start making payments until the installation was complete" (that didn't happen either)

**Amount involved?** 71500.00

**How did you pay?** Other

**Was this product or service advertised?** No

**What would you like the business to do?** Complete the instillation of the solar system and ensure in proper working condition.

**Is this an Automobile Complaint?** No

**Have you contacted the business?** Yes

**With whom did you speak?** Multiple representatives

**When did you make contact?** Multiple times

**Is there anyone else with firsthand knowledge of your complaint?** Yes

**Enter their name** Edward Harter

**Job Title** Sales Representative

**Phone** (865) 399-8709

**Email** edwardharter@soltartitan.com

**Have you or the business filed a lawsuit regarding this complaint?** No

How did you hear about the Division of  
Consumer Affairs complaint program?

N/A

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### Attachments

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How many files are you uploading?

1

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File #1

<https://stateoftennessee.formstack.com/admin/download/file/13629222521>

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Supporting text about the file#1

Original contract

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### Attestation

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Attestation

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: October 19, 2022 1:46 pm  
Browser: Chrome 105.0.0.0 / OS X  
Unique ID: 1023611007

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Stephen L Cunningham

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 2107 Hackney Road  
Greenbrier, TN 37073

Complainant Phone (248) 420-9081

Complainant Email stevecunningham121@gmail.com

### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N Peters Road  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email salesforce@solar titanusa.com

## About the Incident

Incident Date	Oct 19, 2022
Category	35 - Home Improvements/Home Repair/Home Warranties

**Give a complete statement of the facts, with dates**

- 1) On April, 29th, 2022 my wife and I signed a contract with Solar Titan for renewable energy through solar panels that would provide at least 75%-90% of our current home's energy usage.
- 2) The sales representative mentioned, during our meeting, that Solar Titan USA had a high ranking for their services, was a certified Generac installed, and was ranked high with the BBB. I
- 3) Per the contract that was signed, our estimated in-service date was 5/29/22.
- 4) As of 10/20/22, we have yet to have an operating system.
- 5) We have been charged for 3 months with Mosaic (the loan company that Solar Titan USA used to get us the loan for the solar panels). We have been reimbursed for 2 of the 3 months by Solar Titan, but we are still \$383.76 in the hole and have no anticipated date of completion.
- 6) Since the contract was signed, I have found that Solar Titan USA is not accredited by the BBB. An outright lie by the salesperson. In fact, they lost their accreditation prior to my meeting with the salesperson and the contract.
- 7) Many of the "Customer Complaints" on the BBB are similar to my experience. Big promises, no follow through, not hooking the system up, paying before receiving any hook-up, not hooking the system up correctly, etc.
- 8) On 9/13/22 I filed a complaint with Mosaic stating the issue. One day later, I received an email stating the following:
  - a) My complaint was closed because they spoke with Solar Titan USA.
  - b) They are waiting for the inspector to pass the system so they can commission the system.
  - c) Someone from Solar Titan USA would contact me that day to address my concerns and provide me with further updates.
- 9) No one from Solar Titan USA has reached out to contact me about my complaints or provide me further updates to this point (about a month later).
- 10) An inspector came out to look at the system on Wednesday, October 5th. The inspector told me that the system did not pass and that he sent an email before leaving my property to let them know what the issues were. I have yet to hear any follow-ups with Solar Titan USA about the details or copy of the failed inspection or how long this will take.
- 11) On 10/20/22 I spoke with a manager at Solar Titan USA (Ben Sloan) who informed me that Solar Titan would not be reimbursing me for anything else, and there is no deadline by which the solar system will be up and working at the 75-90% rate that was promised with the contract was signed.
- 12) Apparently I am expected now to pay \$383.76 a month for no service, no estimated date of completion, and no guarantee that that job will meet the expectations of the contract.

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<b>Amount involved?</b>	60000.00
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<b>How did you pay?</b>	Other
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Was this product or service advertised? Yes

What would you like the business to do?

- 1) Solar Titan USA can take over my payments with Mosaic until which time they get my system operational at 75-90% of my energy usage.
- 2) Solar Titan USA can outsource the job, paying another company to finish the work they cannot do, to a company that is accredited by the BBB.
- 3) Solar Titan USA can reimburse me for any payments I have made that have not been reimbursed to this point, uninstall all equipment, replace all damaged roofing and siding from the equipment, and void the contract.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? I have called/ emailed with countless individuals including: Ben Sloan, Samantha Bain, etc.

When did you make contact? Many times over the past several months.

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Todd Sholar

Job Title Lawyer

Email Todds@smithsholar.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Internet search

### Attachments

How many files are you uploading? 1

File #1 <https://stateofkentucky.formstack.com/admin/download/file/13562276861>

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: October 10, 2022 8:48 am  
Browser: Safari 16.0 / OS X  
Unique ID: 1019737506

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Alfie J Clark

Age Range 40-49

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 3332  
Flagstaff  
Knoxville, TN 37931

Complainant Phone (865) 274-2667

Complainant Email 712lane@gmail.com

### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N peters Rd  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email media@solarartitanusa.com

## About the Incident

<b>Incident Date</b>	Oct 10, 2022
<b>Category</b>	35 - Home Improvements/Home Repair/Home Warranties
<b>Give a complete statement of the facts, with dates</b>	<p>We have Solar Titan USA installing panels, We expressed our concerns before signing contract. We explained all the negatives we read about lack of fixing install issues &amp; follow ups as we all time concerns &amp; paying for a service that is unusable. Well after install that was right before summer we where assured everything was on track. State inspection came &amp; failed a report was given to solar titan. Well no call from Solar titan when fix would be to pass state inspection we called for 2 weeks before a representative told us they where working on it. 3 weeks flew by &amp; w got a call of an appointment. Well the failed another 2 more times. We finally spoke to the state inspector the original copy of the report specified what they failed for &amp; they refuse to install/fix what the state needs to fix. Today 10/10/2022 they are out for the last time. Installers look &amp; explained we don't have to do anything its all done. I explained as it is it failed state inspector said replace entire length of return to pass. They looked puzzled said they will look into it. So as of right know i have taken 4 days off work with no pay to be here made 4 months of payments &amp; still no solar being generated. They can not communicate clearly what needs to happen to pass inspect. We are done with Solar Titan USA having excuses after excuses why they can't do a proper install to pass inspections. W have warned them this is the last chance they have.</p>
<b>Amount involved?</b>	50500.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	No
<b>What would you like the business to do?</b>	Refund every penny back as well as fix roof, siding & interior wall. Remove all their equipment. Dissolve contract no trace of their actions on any financial or credit history.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Kristina Fauchoux
<b>When did you make contact?</b>	Call
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Kay Warren
<b>Job Title</b>	Representantive

Phone

(865) 392-1036

Have you or the business filed a lawsuit No  
regarding this complaint?

How did you hear about the Division of Social media  
Consumer Affairs complaint program?

### Attachments

How many files are you uploading? 1

File #1 <https://stateoftennessee.formstack.com/admin/download/file/13510012346>

Supporting text about the file#1 Original state inspect report

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness  
of the content.



Submission Time: September 20, 2022 9:41 am  
 Browser: Chrome 105.0.0.0 / Windows  
 Unique ID: 1011835809

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Earl Reid
Age Range	18-29
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	4954 Cindy Circle 4954 Cindy Circle NW Cleveland, TN 37312
Complainant Phone	(423) 503-5783
Complainant Email	rangerear196@charter.net

### Respondent Information

Respondent Name	Solar Titian USA
Respondent Country	United States
Respondent Address - United States	414 N Peters Rd Knoxville, TN 37922
Respondent County	Knox
Respondent Phone	(865) 392-1036
Respondent Ph Extension	1
Respondent Email	solaritian01@solar.com

## About the Incident

<b>Incident Date</b>	Sep 20, 2022
<b>Category</b>	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
<b>Give a complete statement of the facts, with dates</b>	<p>solar system purchased on Sept. 15, 2021. Was installed in November 2021. The system had a number of problems requiring returning techs. to repair. There was part of the system had to be relocated for proper operation. (Storage batteries) The electrical inspector has rejected the work of the installers. The techs that were sent out Sept. 19, 2022, Did not know what they were doing and left my system not properly working.</p> <p>There have been 6 return trips for repairs since installation. The same crew of techs has never been here twice, and do not seem to know what the previous crew has done. The system has worked properly 1 month to keep the power bill down. Today 9/19/2022 it is not working properly and will not pass inspection. There is not current repair dates set. System is not producing the stated KW rating of 9KW. I need this system working properly or refund the cost.</p>
<b>Amount involved?</b>	45000.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	September, 2021
<b>Where</b>	Add on cell phone
<b>What would you like the business to do?</b>	I would like to have this system working as agreed or refund the entire cost.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Jeff, or the customer service rep.
<b>When did you make contact?</b>	With Jeff was 9/20/2022
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Job Title</b>	Customer Service Rep that answers the phone. Different person from time to time
<b>Phone</b>	(865) 392-1036 ext. 1
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No

How did you hear about the Division of Consumer Affairs complaint program? Internet search

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### Attachments

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How many files are you uploading? 0

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### Attestation

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Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: September 26, 2022 3:46 pm  
Browser: Mobile Safari 15.6 / iOS  
Unique ID: 1014478590

## Consumer Complaint Process - Acknowledgement

### Acknowledge

#### Complainant Information

Complainant Name Rosina Luchowski

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 2657 Bakertown rd  
Knoxville , TN 37931

Complainant Phone (216) 562-7683

Complainant Email rosinaluchowski@yahoo.com

#### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 n Peters rd  
Knoxville , TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Ph Extension 1

Respondent Email media@solar titanusa.com

## About the Incident

Incident Date	Sep 26, 2022
Category	35 - Home Improvements/Home Repair/Home Warranties
Give a complete statement of the facts, with dates	About 2 years ago we contracted with solar titan to put solar unit on the home this has never worked the way they said it would I call them constantly they tell me someone will call me but no one does the system hasn't saved me anything and no one will give me answers
Amount involved?	30000.00
How did you pay?	Cash
Was this product or service advertised?	Yes
When	2 years ago
Where	Tv and Facebook
What would you like the business to do?	Remove this from my home and return my money
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	I don't know several people
When did you make contact?	About 4 times a month every month
Is there anyone else with firsthand knowledge of your complaint?	No
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Other agency
Other Agency:	Better business bureau

## Attachments

How many files are you uploading? 0

## Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: September 19, 2022 12:41 pm  
Browser: Chrome 105.0.0.0 / Windows  
Unique ID: 1011469568

### Consumer Complaint Process - Acknowledgement

Acknowledge

#### Complainant Information

Complainant Name Cris Sappington Sr.

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 135 Joshua Road  
Cookeville, TN 38501

Complainant Phone (931) 510-5809

Complainant Email Crissr00@Yahoo.com

#### Respondent Information

Respondent Name SOLAR TITAN, USA

Respondent Country United States

Respondent Address - United States 414 NORTH PETERS ROAD  
KNOXVILLE, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

#### About the Incident

Incident Date Sep 19, 2022

**Category**

40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

Had a solar system contracted to be installed on Dec. 29, 2021 by SOLAR TITAN USA. Ongoing problems with parts, install dates, NO SHOWS by Installers & Techs. Ongoing problems with returned calls from their office. Repeated occasions when people show up and don't even know what they are supposed to do when they get here. Repeated returns to fix problems, needed to pass State inspection. Finally passed State inspection on August 29, 2022. Upper Cumberland showed up today and said I had more problems: One line drawing is incorrect, and system is showing 2 (two) faults on the inverter screen of the main unit.

Have damage inside of my home (holes in the walls & hole in the floor), where they tried to make multiple penetrations to access my main panel inside.

Have a recurring short in one circuit in my house every time it rains, since this system was installed. Have went to the expense of replacing receptacles and switches in the circuit to no avail.

**Amount involved?**

40000.00

**How did you pay?**

Other

**Was this product or service advertised?** Yes**When**

December 2021

**Where**

WEBSITES

**What would you like the business to do?**

Get it completely finished; up and running, all damages to my home fixed to my satisfaction. Make payments to the bank for the months I've been without the contracted service and/or reimburse me for the approx. payments I've made to the bank and reimbursement for electrical work done because of their install. I've been making approx. \$200 payments to the bank since March 2022.

**Is this an Automobile Complaint?**

No

**Have you contacted the business?**

Yes

**With whom did you speak?**

Customer Service: Ashley, Amanda, etc. Scheduling: Nicole. Others: Bernadette, Hanna.

**Is there anyone else with firsthand knowledge of your complaint?**

Yes

**Enter their name**

Gloria P Sappington

**Job Title**

Housewife

**Phone**

(931) 510-5812

Have you or the business filed a lawsuit No  
regarding this complaint?

How did you hear about the Division of Internet search  
Consumer Affairs complaint program?

### Attachments

How many files are you uploading? 0

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness  
of the content.



Submission Time: September 16, 2022 8:32 pm  
Browser: Chrome 104.0.0.0 / Windows  
Unique ID: 1010742490

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Farookh Syed
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	7611 Regency Cir Sandy Springs, GA 30350
Complainant Phone	(404) 583-5962
Complainant Email	farookhsyed@yahoo.com

### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	11205 Outlet Drive Knoxville, TN 37932
Respondent Phone	(865) 392-1036
Respondent Ph Extension	319
Respondent Email	leeannanderson@solar titanusa.com

## About the Incident

**Incident Date** May 22, 2022

**Category** 40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates** On May 22, 2022 a salesperson for Solar Titan USA came home and showed me the capability of his company and after discussions, I gave him the contract nd \$11,000 advance to install solar panels on my roof. It has been 4 months since then and the company has not contacted me at all. When I contact them, they always say, they are waiting for the permit from the city. The city records show Solar Titan have withdrawn their application for permit. 4 months later, they still do not contact me nd when I call them, they are extremely rude like I owe them money. Meanwhile, I keep getting bills from Georgia Poer of \$500 a month, which I was trying to prevent. When I aske the company to cancel the agreement, they said I had only 3 days to cancel the contract and they will not. So now, I am out of \$11,000, no solar panels, monthly bill and no permit pending with the City. I did not know this was a fraudulent company.

**Amount involved?** 22000.00

**How did you pay?** Check

**Was this product or service advertised?** No

**What would you like the business to do?** Cancel my contract, refund my \$11,000 (not asking for damages of \$500 utility bill each month) and stop falsely making promises to gullible customers

**Is this an Automobile Complaint?** No

**Have you contacted the business?** Yes

**With whom did you speak?** Leeann Anderson, Jessica, Ashley,

**When did you make contact?** Once a week for last 4 months

**Is there anyone else with firsthand knowledge of your complaint?** No

**Have you or the business filed a lawsuit regarding this complaint?** No

**How did you hear about the Division of Consumer Affairs complaint program?** Word of mouth

## Attachments

**How many files are you uploading?** 2

**File #1** <https://stateoftennessee.formstack.com/admin/download/file/13386171123>

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**Supporting text about the file#1** Check for \$11,000

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**File #2** <https://stateoftennessee.formstack.com/admin/download/file/13386171125>

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**Supporting text about the file#2** Application for Permit withdrawn

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### **Attestation**

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**Attestation** By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.

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Submission Time: September 8, 2022 5:59 pm  
Browser: Chrome 105.0.0.0 / Windows  
Unique ID: 1007433584

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Tom Thongnopnua

**Age Range** 50-59

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 7607 Short Tail Springs Road  
Harrison, TN 37341

**Complainant Phone** (423) 240-2964

**Complainant Email** cthongnopnua@yahoo.com

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N Peters Road  
Knoxville, TN 37922

**Respondent Phone** (833) 212-8715

### About the Incident

**Incident Date** Nov 28, 2021

**Category** 35 - Home Improvements/Home Repair/Home Warranties

**Give a complete statement of the facts,  
with dates**

On November 28, 2021 we scheduled an appointment with a Solar Titan USA (STU) salesperson advertising the company as having an A+ rating with the BBB to acquire solar panels and battery installment for a 9kw PV system. The sales person assured us that this particular system would decrease our electrical bill by approximately \$250 a month with 2 months of a working system and of comparison billing before our first payment would need to be paid to a loan of \$57,250 that would begin to need payments by March 2020. While the salesperson was still in my home, I reviewed the product online and was satisfied with the quality of the product putting faith in a local to Tennessee company rather than a company from out of state. The first contractors arrived on December 17, 2021, then again on December 30, 2021 for panel installation on the roof. I was assured that STU would be responsible for pulling all pertinent permits required before work would start. The electrician arrived on January 12, 2022 to install wiring and hook up the unit to the battery. The Hamilton County inspector was called out and informed me that the proper permits weren't pulled and that an engineer would need to come and approved the already installed panels to make sure that the roof could support them. This was the first fail and we paid our first loan payment in March without any solution for fixing the problem. After a dead stop to the work, we called the company, left messages spoke to several different people and were not getting anywhere until August 2022 when threatened with legal action. After speaking to Hamilton County Permitting, we were told that no permits were yet pulled and it was mid-July 2022. I finally reach Suzanne French HR in the month of August 2022 and made, again, the complaint of no permitting, no working system, and no progress and also made her alert to the lie that the proper permits being pulled and she assures me that she would contact the proper people. She finally calls me back a few days later with Jessica Powers from permitting to assure me that they have "resubmitted" the request for Electrical Licensing (\$50) and the payment which had not yet been done according to the Hamilton County permitting department. On The Hamilton County inspector returns and again fails the system 4 times with contractors coming in between visits but not making changes to pass inspection. Again phone calls to different people gives us a different crew but no working system. To date, we have received a reimbursement check from STU for 2 months of our loan payments but still no working system. We were told that they would submit additional reimbursement of payments IF we would sign a "Customer Satisfaction" agreement that states that we will not give negative reviews in exchange. When I stated that requiring to do that in order to get reimbursed felt like extortion, the phone call was disconnected. I've hesitated to submit this statement as I fear retaliation and for STU to refuse to come out to finish the job. After more calls and speaking to several different people, August 16, 2022 Cory, a "failfix" contractor came out to fix the failed inspection work and said, "it should have passed" and left without doing any work. September 2, 2022 Caden another contractor came out to fix the failed inspection and then let me know that they didn't have what they need to complete the work and left after explaining to me that they are going to have to "remove everything and start over" and would send me an updated punch list by end of day via

email....no email recieved. September 6, 2022, Caden called to ask if we got the email and we told him that we did not and he sent an updated email stating the work needed with a date for them to arrive to do the work September 13, 2022. Still do not have a working system September 8, 2022. Currently, I am expecting the crew to come out, remove the panels, replace the failed conduit with a Hamilton County approved conduit and get the system up and running as per our agreement.

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Even though the company is clearly in breach of contract as they have been paid in full by our loan company, we have not received a working system or completed service. It's not like I can return the product, it's attached to my roof and poured basement and for them to take it back will result roof AND foundation damage. If it were a detached product, I would return it and get my money back. I'm currently worried that they will not finish the job and IF they do, it will not produce the promised results as I've heard from other STU customers that they aren't getting the promised result.

<b>Amount involved?</b>	57250.00
<b>How did you pay?</b>	Cash
<b>Was this product or service advertised?</b>	No
<b>What would you like the business to do?</b>	<p>1. A fully functional system with promised 9KW output by no later than 11/28/2022 with a check for 8 months of our current loan payments in reimbursement.</p> <p>OR</p> <p>2. If not receiving a fully functional promised system (as per our contract) by 11/28/2022... a full return of our loan amount directly to the loan company or to ourselves in the form of a cashiers check, a full repayment of 8 months of payments, repair and/or replacement regarding the damage to our roof and poured basement by professional licensed contractors of our choosing to be paid by Solar Titan USA using quotes to be paid in the form of a cashiers check to my preferred companies for the repairs or replacement.</p>
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Mike Hill (original salesman with whom I signed the contract no longer employed), Katelyn, Tiffany Walker, Jessica Powers, Amy, Terry, Christina, Teresa, Suzanne French, Cory, Jordan, Bree, Olivia, Amy, Caden
<b>When did you make contact?</b>	No specific dates recorded until 6/10/22, 7/6/22, 7/11/22, 8/5/22, 8/8/22, 8/11/22, 8/16/22, 8/17/22, 8/31/22, 9/1/22, 9/2/22, 9/6/22
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Suzanne French
<b>Job Title</b>	HR ext.272
<b>Phone</b>	(865) 392-1036
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Social media
<b>Attachments</b>	
<b>How many files are you uploading?</b>	0

**Attestation**

**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time:  
Browser:  
Unique ID:

September 8, 2022 4:05 pm  
Mobile Safari 15.6.1 / OS X  
1007396207

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

**Complainant Name** Jeanne Brostrom Karen

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 10390 Ivy Hollow Drive  
Knoxville , TN 37931

**Complainant Phone** (626) 633-2215

**Complainant Email** jbrostrom1@yahoo.com

### Respondent Information

**Respondent Name** Solar Titan USA

**Respondent Country** United States

**Respondent Address - United States** 414 N Peters Rd  
Knoxville , TN 37922

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** jessicapowers@solar titanusa.com

## About the Incident

Incident Date Sep 08, 2022

Category 40 - Utilities: Gas/Water/Sewer/Electricity

Give a complete statement of the facts, with dates I was told by Matthew, the salesman at Solar Titan that I could cancel my contract any time before installation. I signed on Aug 29. I put a hold on things Sept 6. Sept 8, when I emailed to cancel, I was told I should have read the contract. When I looked at BBB reviews, the common complaint is that the salesmen say one thing, and the reality is something else. They are not approved by the BBB

Amount involved? 6600.00

How did you pay? Other

Was this product or service advertised? No

What would you like the business to do? Cancel my contract as the salesman promised.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Caitlyn Urgiles by email & James Maley

When did you make contact? Sept 8

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name Diana Brostrom

Phone (626) 893-0727

Email dbrostrom@hotmail.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Other agency

Other Agency: Knoxville Bar Association

## Attachments

How many files are you uploading? 0

**Attestation****Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: September 5, 2022 5:13 pm  
Browser: Chrome Mobile 105.0.0.0 / Android  
Unique ID: 1005996036

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Vicki Jackson Mrs

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 10796 Thatcher Crest Dr  
Soddy Daisy, TN 37379

Complainant Phone (423) 716-2183

Complainant Email vickijackson42409@yahoo.com

### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 North Perters Rd  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email customercare@solar titan.com

## About the Incident

<b>Incident Date</b>	Apr 19, 2022
<b>Category</b>	35 - Home Improvements/Home Repair/Home Warranties
<b>Give a complete statement of the facts, with dates</b>	<p>Signed contract with Solar Titan USA for solar for our home on 4/19/2022. Was told 2 weeks we would have solar panels then within a month after that we would be hooked up and ready to use the solar energy. We called them several times and was told they were waiting on permits through Hamilton Co. This is a lie we called Hamilton co and were told Solar Titan had not requested any permits for our address, this went on for several weeks. Solar Titan finally called to set up a day to come out and put solar system in, which they did put pannels on the roof with a big cable sticking out the side of our home.</p> <p>They finally put solar panels on the roof 8/24/22.</p> <p>We were told they would pay the payment if the system was not working by the time the bill was due. Another lie. We are getting ready to make the 3rd payment to Mosaic and no reimbursement.</p> <p>We were also told we would get a 2500.00 tax credit when we file taxes. Alot of complaints I am seeing with the BBB this is a false statement. We tried to get this canceled on 6/25 to 6/28 the credit company Mosaic)said yes they would cancel it, then sent an email to us the same day and said Solar Titan would be proceeding with the system so we could not cancel.</p> <p>Everytime we try to contact Solar Titan they will either not answer the phone or tell more lies. I just want this mess to be over with. I do not want these solar panels. I can not keep paying a big electric bill along with the solar bill. So many people have had the same issues. What can we do to get out of this mess. Help please!</p>
<b>Amount involved?</b>	37500.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	No
<b>What would you like the business to do?</b>	I want them to cancel our contract and come take the panels off of my roof and fix the holes they made in my roof connecting the panels. And give the money back to Mosaic who we financed the panels through. Then reimburse the payments to us that we have already made. This company should not be allowed to scam people like they have.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes

**With whom did you speak?**

Devon Wilson, Caitlyn Urgiles. Cathern Hill, Lakea Helton, Crystal Prestley

**When did you make contact?**

4/19/22, 5/23/22, 6/28/22, 7/1/22

**Is there anyone else with firsthand knowledge of your complaint?**

No

**Have you or the business filed a lawsuit regarding this complaint?**

No

**How did you hear about the Division of Consumer Affairs complaint program?**

Word of mouth

### **Attachments**

**How many files are you uploading?**

0

### **Attestation**

**Attestation**

By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: September 7, 2022 2:32 pm  
 Browser: Mobile Safari 15.6.1 / iOS  
 Unique ID: 1006866030

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Ashley Alan Morphew

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 1348 Fowler Ford Road  
Portland , TN 37148

Complainant Phone (317) 441-9900

Complainant Email ashleymorphew7@gmail.com

### Respondent Information

Respondent Name Ideal Horizon LLC ( aka Solar Titan)

Respondent Country United States

Respondent Address - United States 414 N. Peters Road  
Knoxville , TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email sarah@solar titanusa.com

## About the Incident

**Incident Date** Sep 07, 2022

**Category** 40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates** Morphew's Monthly Payment Refund from Solar Titan Due To Non-Operational Solar Array. Purchased System Last June, 2021

I have reached out numerous times to Jessica Powers and Dale Roden regarding my refund of my solar array payments that after a year it is still not operational. I was told for the last few months that I would receive my past payments in full, but still nothing in the mail. I am Jude France's neighbor and friend who helped sell Solar Titan to him after are purchase of the system. I have sent a copy of my payments twice to Jessica and the last I heard about 2 to 3 months ago was that she would be talking to Dale while in a meeting in order to get payments sent out( I'm requesting 11 months of back payments of \$305.48= \$3360.00). Again, this has happened twice over the last 7 months and nothing has happened. Jude France has recently received his payments that he has made to Solar Titan back to him and I am still waiting on mine. I was told by Jessica to send in a copy of my payments and I have done so now twice. Could you please respond letting me know what other steps I need to take. By the way, we still don't have any internet connection to are Solar Array and it still has not been commissioned. Any help in this matter would be greatly appreciated.  
image0.jpeg

**Amount involved?** 3360.00

**How did you pay?** Check

**Was this product or service advertised?** Yes

**When** It still is being advertised.

**Where** TV, online, radio.

**What would you like the business to do?** Refund monthly back payments(11 payments of \$305.48 totaling \$3360) until Solar array is operational. Currently we are still paying in full 100% of are electricity bill (with no Solar usage deduction from Array, due to it not being commissioned). We were told the Solar Array would be installed and functioning per contract in 3 months and Solar Titan payments via through Mosaic finance would commence (payments started last October, 2021, but no finished product). It has been 14 months since we have signed are contract and Solar installation is still not complete, no Solar power. It's like paying 11 monthly payments for a car that you still haven't received! No one would do that, but if we stop payments Mosaic Finance will call collections and are credit will be ruined. Very unjust!!

<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Multiple times throughout the year with Jessica Powers and Dale Roden
<b>When did you make contact?</b>	About every 2 to 3 weeks.
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Jude France
<b>Job Title</b>	Retired
<b>Phone</b>	(615) 574-8635
<b>Email</b>	jfrance1951@gmail.com
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Internet search

### Attachments

<b>How many files are you uploading?</b>	1
<b>File #1</b>	<a href="https://stateoftennessee.formstack.com/admin/download/file/13331272916">https://stateoftennessee.formstack.com/admin/download/file/13331272916</a>
<b>Supporting text about the file#1</b>	Payments made to Solar Titan

### Attestation

<b>Attestation</b>	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: September 5, 2022 3:34 pm  
Browser: Chrome 105.0.0.0 / Windows  
Unique ID: 1005970177

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Peggy Merz

Age Range 60 or older

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 618 Young Road  
La Follette, TN 37766

Complainant Phone (414) 739-1396

Complainant Email merzfamily@sbcglobal.net

### Respondent Information

Respondent Name Solar Titan

Respondent Country United States

Respondent Address - United States 414 N. Peters Rd.  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email info@solarartitanusa.com

## About the Incident

Incident Date	Sep 05, 2022
Category	35 - Home Improvements/Home Repair/Home Warranties

**Give a complete statement of the facts,  
with dates**

My husband and I had a Salesman from Solar Titan come to our home on January 10, 2022. He sold us a whole home solar package with battery back up. The company came and partially installed the Solar panels on January 25 in our front yard. Solar Titan told our finance company, Sunlight Financial, that the system was installed and we started making payments, \$418.33 on April 24. We still do not have a Solar system that is up and running. It is September and we have not passed our first inspection.

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We have had many crews come and go over the months. They come and do half the work, than leave. We wait another month or 2 before someone comes back to finish that portion. When connecting the panels from our front yard to the batteries and solar box in the back of our house, they hit our water line. The company took the longest route possible from the panels in our front yard to the back of our house due to the installer getting paid per foot of pipe he puts in the ground. We had many discussions on the best route to take to get to the electrical panel in the back of the house. The gentleman who installed the box in the back of our house was told to only set the power to the living room and the kitchen. Not the full house, which is what we purchased.

On June 10, we were in Alaska for 2 weeks. The power went out in our living room and Kitchen. It was the solar box connected to the house that tripped. We now know what is connected to the solar panels with the outlets that lost power. We lost a whole refrigerator and freezer of food. My husband also lost 3 months worth of Insulin in the refrigerator that was now bad. My husband, an electrician, reset the circuit breaker in the solar box and we had power again. A service man from Solar Titan came out and reset the panel. These power outages have occurred 5 times this June and July. Each time we call Solar Titan and only got someone once more to reset the panel not even considering that more than that needs to be done to fix this problem. If the circuit breaker keeps tripping, we have a problem with the system. Remember, the panels are not turned on yet. They finished the work on May 25 and we are still waiting for inspections.

The first inspector showed up on July 27. Of course we did not pass. The lock nuts in the cabinet need to be sealing lock nuts. We had another inspector come 2 weeks later to reinspect. My husband told him we have not seen or heard from Solar Titan. We called and have not gotten a response back. He told us that he had a notice the work had been completed. Finally on Friday August, 26th a service man shows up to fix the lock nuts and fix our power outages. The man has no sealing lock nuts. He has no idea what one looks like. My husband has to explain it to him. He runs off without even addressing the power outages.

After a few calls we have someone else coming out on September 12th to fix these problems. It is now September and I still do not have solar power. I have a huge solar array in my front yard, which I call my extremely expensive lawn ornament. It does not take 10 -12 months to install a solar

system.

I am paying for my solar bill and my whole electric bill since April. And will be until these panels are inspected and turned on. I was told my electric bill would be reduced by \$300.00 a month with great weather. This will not be, due to the panels only being hooked up to the living room and kitchen. I have 2 bathrooms, 2 bedrooms, a heat pump and dining room all on LaFollette Utilities. I was lied to. Like I said with the power outages, we know exactly which rooms and outlets are hooked up to the Solar panels.

I need to address another scam that this company does to get you to buy from them. The Federal Government has a 26% credit to your federal income taxes for installing Solar. My first 17 payments on this loan is \$418.33 with the 18th payment being a balloon payment of \$18,200 from the tax credit. With paying this huge balloon payment my monthly payments will stay at \$418.33. If I do not make the balloon payment, my new monthly payment will be \$564.72 for the term of this loan. I read the tax code this week on this credit. The government only takes if off the taxes you owe. They will not give you the full credit when you are not paying in \$18,200 in taxes. You roll it over into the next tax year. We are retired and living off of savings for the next year, than our IBEW annuity, until my husbands pension starts. There is no way possible that we will have the \$18,200 in taxes to the Federal Government this year or next. Our payment will go up. We informed the salesman that we were retired and did not have income coming in.

It should not take 10-12 months to get Solar power hooked up to your home. The men installing the system should be qualified to do the work. It is wrong to inflate the price of your system with expecting the tax credit. It is wrong to promise a whole house and than tell your installation person to only hook up 2 rooms. False advertising and promises to the customer. It is wrong to pay the person installing the pipe per foot of pipe so he takes the longest route. This means we lose power from the panels along the pipe route. This company is a scam.

<b>Amount involved?</b>	70000.00
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	December 20th, 2021
<b>Where</b>	internet search on Solar
<b>What would you like the business to do?</b>	Complete our service. Reimburse the loan payments until the service is completed and turned on. We would like a portion of our contract price reduced to a total cost of the system to \$30,000. They promised a whole house of Solar and my utility payments will be very low. This is a lie with the rooms and outlets that are actually hooked up to this system. Plus the delay, incompetence in workmanship and scam with the balloon payment.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	many times with various individuals
<b>When did you make contact?</b>	Multiple times thru the process. I filed a complaint with the BBB on August 26th. No resolution to this date.
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Otto Merz
<b>Job Title</b>	Journeyman Electrician
<b>Phone</b>	(414) 690-9720
<b>Email</b>	merzfamily@sbcglobal.net
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Social media
<b>Attachments</b>	
<b>How many files are you uploading?</b>	0
<b>Attestation</b>	
<b>Attestation</b>	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: August 30, 2022 3:21 pm  
Browser: Chrome 104.0.0.0 / Windows 7  
Unique ID: 1003850150

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name JoEllen Beth Kimmel

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 17 Colby Ln  
Gordonsville, TN 38563

Complainant Phone (612) 644-1109

Complainant Email mn911jo@yahoo.com

### Respondent Information

Respondent Name Solar Titan Usa

Respondent Country United States

Respondent Address - United States 11205 Outlet Dr  
Knoxville , TN 37932

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email Info@solar titanusa.com

## About the Incident

**Incident Date** Jan 02, 2022

**Category** 40 - Utilities: Gas/Water/Sewer/Electricity

**Give a complete statement of the facts, with dates**

On 1/2/22 we signed an agreement with Solar Titan Usa for a 4 kw system. I was told payments would start when the system was complete and operational. The initial install of the system was in March 2022 (unk exact date). The permit was not obtained until April 2022. They immediately funded the loan and the payments started before the system was completely installed. The first payment came due on 4/6/22. My payments currently are 194.15. and I was told will stay that amount if I turn over the federal rebate I recieve on my taxes the following year, assuming I get back the entire 22% rebate. There have been many appointments to get electrical done and working. It is still not completely set up they way I asked it to be. It is now August 30th. During 1 of the visits an employee was showing me "how to operate" the system, and left the system on . About 1 week later ( mid July) our local electric company came to my door, and advised me that the solar system was on and back feeding on the lines, and he would shut off power to my home unless we got ithe solar system shut off within 24 hours. He shut off the solar system or so he thought, but then later in the day my power completely went out. It took over a dozen phone calls to get someone out here to look at the system and stop it from back feeding. The electric company has locked their box on my property ( upper cumberland electric) but the Solar Titan employees cut that lock the last time they were here. The electric company has again locked my power box. The solar employee left the system on, even though I specifically asked it not be as it has not been state inspected. They do not return my calls, they schedule appointments and then leave a message of date/time of the appointment without consulting me. As of today, the placard with the system diagram does not meet specifications, they were supposedly out to replace it but have not. I received an email stating they are working to get an inspection done. 2 prior inspections have failed. But yet the system is running against my wishes. I have not been able to reach anyone in over 3 weeks. I get left on perpetual hold and then get hung up on after about 15 mins. I cannot even reach anyone to try to get a resolution

**Amount involved?** 33500.00

**How did you pay?** Other

**Was this product or service advertised?** Yes

**When** December 2021

**Where** Facebook

<b>What would you like the business to do?</b>	make the system operational as promised, and repay the payments I have already made ( and not move them to the end of the loan) or take the entire system off my home ( preferable at this point since I cannot reach anyone for repairs, service or appointments)
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	too many different people for appointments, I cannot get a call back for a complaint
<b>When did you make contact?</b>	after the first installation of the panels on the roof, mid March 2022.
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Have you or the business filed a lawsuit regarding this complaint?</b>	No
<b>How did you hear about the Division of Consumer Affairs complaint program?</b>	Word of mouth

### Attachments

<b>How many files are you uploading?</b>	3
<b>File #1</b>	<a href="https://stateoftennessee.formstack.com/admin/download/file/13289223790">https://stateoftennessee.formstack.com/admin/download/file/13289223790</a>
<b>Supporting text about the file#1</b>	contract and payment info
<b>File #2</b>	<a href="https://stateoftennessee.formstack.com/admin/download/file/13289223800">https://stateoftennessee.formstack.com/admin/download/file/13289223800</a>
<b>Supporting text about the file#2</b>	permit
<b>File #3</b>	<a href="https://stateoftennessee.formstack.com/admin/download/file/13289223810">https://stateoftennessee.formstack.com/admin/download/file/13289223810</a>
<b>Supporting text about the file#3</b>	permit status

### Attestation

<b>Attestation</b>	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: August 25, 2022 5:20 am  
Browser: Chrome 104.0.0.0 / Windows  
Unique ID: 1001812352

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name Julie Hubbard

Age Range 50-59

Are you an active duty service member, military dependent, or retired from active duty military service? No

Country of Residence United States

Complainant Address - United States 3537 White Birch Rd  
White Pine, TN 37890

Complainant Phone (865) 387-2040

Complainant Email Juliehubbard1478@gmail.com

### Respondent Information

Respondent Name Solar Titan USA

Respondent Country United States

Respondent Address - United States 414 N. Peters Rd  
Knoxville, TN 37922

Respondent County Knox

Respondent Phone (865) 392-1036

Respondent Email juliehubbard1478@gmail.com

## About the Incident

<b>Incident Date</b>	Aug 25, 2022
<b>Category</b>	33 - Products & Sales - Home Electronic/Office/Shopping/TV Sales
<b>Give a complete statement of the facts, with dates</b>	<p>My husband and I purchased a solar panel system on February 27th 2022. Our solar panels are still not working. When I call to discuss this situation I am told that "someone will be scheduling to come out to your house to fix it". People show up, sometimes, and we are then told that we "need new parts". The parts never come. I have asked multiple times to speak with a manger or someone in charge, that never happens. I have asked for a contact email and phone number for the owner, I am always refused. We were told we would not pay on the system until it was operable. We have been paying on the system since June (it is on automatic withdrawal). The payment is over 258 dollars. So, we are now paying the loan payment PLUS our electric bill. My husband has also lost several days at work to be home in order to let someone in to our house to fix the problems. No one ever fixes anything and on one instance did not even show up. This situation is causing a financial hardship for my family as we are paying almost 500 per month for the combination of the loan and electricity. have asked multiple times about reimbursement and have been told that "someone will be sending you some paperwork to fill out". That has never happened either.</p>
<b>Amount involved?</b>	81000.00
<b>How did you pay?</b>	Check
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	2022
<b>Where</b>	WBIR TV
<b>What would you like the business to do?</b>	<p>Reimbursement of ALL money payed. Cancelation of the loan (Mosaic is the finance company and is based out of the same office. I am not sure if the owner of Solar Titan also owns the finance company). Removal of all panel from my home. Repair all damages incurred to my roof.</p> <p>Reimbursement of all wages lost by my husband for having to take time off from work to be present when the company has come to "fix" problems.</p>
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	"Amanda"
<b>When did you make contact?</b>	Multiple occurrences. The last call was made on 08/18/22

Is there anyone else with firsthand knowledge of your complaint? Yes

Enter their name David Hubbard

Phone (865) 356-3517

Email davidphubbard@gmail.com

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Radio/TV/news story

### Attachments

How many files are you uploading? 1

File #1 <https://stateoftennessee.formstack.com/admin/download/file/13260376299>

Supporting text about the file#1 loan information

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: August 24, 2022 1:19 pm  
Browser: Mobile Safari 15.6 / iOS  
Unique ID: 1001549327

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Mitchell James Gourley
Age Range	60 or older
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	584 Mate Allen Rd Gainesboro, TN 38562
Complainant Phone	(931) 268-1949
Complainant Email	Mrmick03@icloud.com

### Respondent Information

Respondent Name	Mitchell Gourley
Respondent Country	United States
Respondent Address - United States	584 Mate Allen Gainesboro, TN 38562
Respondent County	Jackson
Respondent Phone	(931) 268-1949
Respondent Email	Mrmick03@icloud.com

## About the Incident

**Incident Date** Aug 24, 2022

**Category** 35 - Home Improvements/Home Repair/Home Warranties

**Give a complete statement of the facts, with dates** The first time ever getting in contact with solar Titan USA was in November of last of 2021 they were selling me a 5KW service that they told me they would run my air conditioner and furnace and then they come back and said no it won't the cells person's name is Rosemary Myers's and then about February I called the company and evidently this lady is no longer working for them so then I got to talk to a Tony and they had to file all new paperwork because they had no idea where the old paperwork went and that was on 316 and 2022 for \$53,250 they've been out here several different times often on they come out once to put on the solar panels on the garage roof and that was back in probably May I think I'm sorry about the dates I'm not for sure and then all of a sudden they come back and put in some other equipment I wanna say in July and then they come back again the first part of August I think and the state inspector come out then and shut them down and said everything was wrong they had to re-design it sorry about the dates again

**Amount involved?** 53250.00

**How did you pay?** Other

**Was this product or service advertised?** Yes

**When** 3-16-2022

**Where** 584 Mate Allen RD Gainesboro Tennessee 38562

**What would you like the business to do?** Reimburse me in full and come and get their Solar equipment and repair the roofs that they damaged

**Is this an Automobile Complaint?** No

**Have you contacted the business?** Yes

**With whom did you speak?** Elizabeth

**When did you make contact?** August 3 2022

**Is there anyone else with firsthand knowledge of your complaint?** No

**Have you or the business filed a lawsuit regarding this complaint?** No

**How did you hear about the Division of Consumer Affairs complaint program?** Radio/TV/news story

## Attachments

How many files are you uploading?	3
File #1	<a href="https://stateoftennessee.formstack.com/admin/download/file/13256758633">https://stateoftennessee.formstack.com/admin/download/file/13256758633</a>
Supporting text about the file#1	It is the second agreement that we agreed upon for the solar system
Supporting text about the file#3	This is the first agreement we made in November do you have this installed

## Attestation

Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.
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Submission Time: August 21, 2022 5:44 pm  
Browser: Chrome Mobile 104.0.0.0 / Android  
Unique ID: 1000165011

### Consumer Complaint Process - Acknowledgement

Acknowledge

#### Complainant Information

Complainant Name	Lucinda Flarity
Age Range	50-59
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	9107 Holmes Creek Rd Smithville, TN 37166
Complainant Phone	(615) 464-5031
Complainant Email	CINDYFLARITY@LIVE.COM

#### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	11205 Outlet Dr. Knoxville , TN 37932
Respondent Phone	(865) 392-1036
Respondent Email	info@solar titanusa.com

#### About the Incident

Incident Date	Aug 21, 2022
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**Give a complete statement of the facts,  
with dates**

Lucinda "Cindy" Flarity  
9107 Holmes Creek Rd  
Smithville, TN 3716  
615-464-5031

To Whom It May Concern:

A Representative for Solar Titan USA came to my house and explained to me all about the Solar Panels and how the process would work. I purchased solar panels from Solar Titan USA in good faith that I was 1. helping the planet and 2. going to be saving on my electric bill. I thought I was making a good investment for my future. I was told I was getting a 10W solar panel equipment system. It has never ever produced that much. I asked a Solar Titan person working on my panels one day why that was so and he said to get the whole 10W it would have to be a perfect scenario of sun, placement, temps and more. So why was I sold a 10W system if it is never going to produce? Why was I not told that it would never produce? Maybe I could have gotten something cheaper to assist my electric instead of this system that is never going to produce enough to save on my electric bill. It will actually cost me more because my electric bill and loan payment combined is more now than the electric was before I had the solar panels installed. My solar panels haven't worked right the 14 months I have been paying for them. I was also told by the Solar Rep my electric bill would only be \$30 or \$40 a month. Just the cost of the electric box on the house. My electric bill has never been below \$120 but once (it was \$80) since I've been paying the last 14 months. I was lied to, deceived and promised things so I would sign their contract. It took me 5 days to get the contract and in the contract it states you have 3 days to change your mind. They have been out numerous times to fix the problems but still never gets fixed. When you call you can never talk with anyone. You are put on hold for hours sometime to only be told they will send somebody out. Which is weeks sometimes months later. The whole time I'm still paying electric and loan payment. I have filed a complaint with BBB but that does no good. The BBB at the time had their page locked due to so many complaints. I was told by Solar Rep who came to my house that I would get a tax credit from the IRS and would in return have to pay it toward the loan or my payments would go up \$90. No problem I can do that. The Solar Rep even joked and said "Don't take no \$17,000 Alaskan Cruise with your refund." So it's time to start paying this extra \$90 because I haven't paid the \$13,000 IRS credit to them that I didn't get (in full) like the Solar Rep told me I would. I had no idea I wouldn't get it until I filed my taxes 7 months later. I only got \$1400 and was told I would get the rest over the next 10 years. I called the loan place and told them I didn't get but \$1400 back, and asked if I was to send that to them and they told me I could but I still had to pay the \$13,000 by the 17th payment or my payments will go up. I explained to them what the Solar Rep had told me I would get back, is not what I got back. She said that was unfortunate for me, but I still had to pay whatever the Solar Rep had told me. I mean I don't just have \$13,000 laying around to give them. I honestly would not have gotten them if I had been told I wouldn't get the

whole credit back at once but throughout the years and that I would still be liable to pay it. To me that is like a down payment. Which I wouldn't have done. I'm even ok with maybe paying the \$90 when I can afford it and sending the tax credit money I get every year to them to go toward the \$13,000 until it is paid (interest free since I was lied to so I would sign), but that isn't how it works. It's for the rest of the loan (18 years) and that will be an extra \$7,000 (on the \$13,000) with the interest on top of initial loan. This is not even promised that the panels will work for the next 18 years and I want be paying electric bill while waiting for them to be fixed like I have already been doing. I never calculated and extra \$90 when deciding to purchase these panels much less \$13,000. I based the affordability for the future on what I was told up front by the Solar Rep. Not what they decided to swindle out of me. I have been told by Solar Titan that the Solar Rep who sold me the solar panels and did my contract has been fired for not telling the whole truth to the clients. I just want to keep my credit good and do what I agreed to, but I also want what I was told in return which is working panels that I can afford to pay, which in return will help save the planet and lower my electric bills. I can not afford to pay the new payments and continue paying high electric bill to.

Sincerely,

Lucinda "Cindy" Flarity

Amount involved? 50000.00

How did you pay? Other

Was this product or service advertised? Yes

Where All over social media

What would you like the business to do? I would like for them to fix my Solar Panels so that they work. I would also like for them to not raise my payments since they deceived me into signing a contract for 20 years. If they can not do this then I want out of the contract and these panels off my home.

Is this an Automobile Complaint? No

Have you contacted the business? Yes

With whom did you speak? Different people

When did you make contact? Several times

Is there anyone else with firsthand knowledge of your complaint? No

Have you or the business filed a lawsuit regarding this complaint? No

How did you hear about the Division of Consumer Affairs complaint program? Other

Other: Other people who have been deceived by Solar Titan USA

### Attachments

How many files are you uploading? 0

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: August 10, 2022 5:05 pm  
Browser: Chrome 103.0.5060.134 / OS X  
Unique ID: 995930290

## Consumer Complaint Process - Acknowledgement

Acknowledge

### Complainant Information

Complainant Name	Casey Johnson
Age Range	40-49
Are you an active duty service member, military dependent, or retired from active duty military service?	No
Country of Residence	United States
Complainant Address - United States	c/o RR 1854 Preacher Holt Road Mount Pleasant, TN 00000
Complainant Phone	(816) 500-0584
Complainant Email	casey@ironoakmanufacturing.com

### Respondent Information

Respondent Name	Solar Titan USA
Respondent Country	United States
Respondent Address - United States	11205 Outlet Drive Knoxville, TN 37932
Respondent County	Knox
Respondent Phone	(865) 392-1036

### About the Incident

Incident Date	Aug 10, 2022
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**Give a complete statement of the facts, with dates**

My wife and I engaged in contract with Solar Titan USA in December of 2020 to install (2) solar power systems on (2) of my properties (one domicile and one commercial building) and perform roof repairs to our domicile which turned into a new roof. The expectation was that the project(s) would be completed in 30-60 days, albeit the time frame was verbal and not in any written contract.

We financed the project with the written understanding (with the lender(s)) that payments would begin after 90 days, whether the project was completed or not- one of those little lines in a contract that you assume will not apply to your own situation... We have been making payments on this "package" since March 7, 2021. Until just recently, we have produced ZERO electricity to offset our grid consumption. For 18 months we have been making payments on a product we have not received.

Below is the "field" portion of a letter that was drafted and sent to the energy consultant who originally sold me the systems. By last October 9, 2021 (when the letter was drafted and sent) I was frustrated enough to send a complaint as to the trespass against me and hopefully work toward an equitable redress. I received no response from the company.

I have included some updates (below) to the progress of the system- but none of the three components have been fully completed to ANY level of satisfaction as of today, approximately 21 months into the project. One complete solar power generating system is still completely offline and riddled with issues. One is turned on, but lacking some vital components. The roof that was installed has a leak and incorrect trim work that was supposed to be addressed, but never has.

\*\*\*\*\*

October 09, 2021

"Dear Mr. Horton:

The reason for this correspondence is to communicate the frustration on our part with regards to the ongoing installation of our purchased solar package. As the project continues to find delays, the need to redesign has arisen. As we are now quickly approaching a full year from our initial agreements, that held the expectation of a 30-60 day completion, we find ourselves increasingly impatient.

As a baseline, the initial Installation Agreement was signed on December 09, 2020 with a \$3500.00 deposit previously being paid on November 25, 2020. The initial hope and expectation expressed by representatives of your company was that our system would be installed before the end of year, 2020. Many factors led to some initial delays, which were understandable and appreciated. Not once was an expectation communicated to us that the process would encroach on a full calendar year before seeing any financial offset to our utility bills, not to mention having to fully fund the project prior to completion!

The system consists of:

- 11 kw PV System with battery backup to be installed at 1854 Preacher Holt Road (domicile).
  - 9 kw PV System with battery backup to be installed at 213 E 14th Street commercial building.
  - Roof repairs on 1854 Preacher Holt Rd. residence to include:
    - New Standing Seam roof with prescribed specs in previous emails and conversations.
- 

The following is a timeline of important events that have taken place up to this point (October 09, 2021):

- Initial Sales Meeting - 11/10/20
- Funding Application submitted - 11/22/20
- Second Sales Meeting - 11/24/20
- \$3500 deposit placed on system - 11/25/20
- Sunlight Financial Application submitted - 11/25/20
- Initial contact with Joshua Alford (roofer) - 12/01/20
- Mosaic application submitted - 12/08/20
- Installation Agreement signed - 12/09/20
- Mosaic Loan approved - 12/11/20
- Initial "in-person" meeting with Joshua Alford (first roofer) - 12/11/20
- Established Roof Start date - 12/22/20
- Roof start pushed back - 12/23/20
- Roof start pushed back - 12/27/20
- Roof crew showed up with no material and wrong specs - 12/27/20
- Roof Materials arrive - incorrect material - 12/27/20
- Roof start pushed back - TBD
- Solar install pushed back on Preacher Holt loc. - TBD
- Solar install commenced on E. 14th loc. - 12/29/20
- Application for interconnection submitted on 213 E 14th loc - 01/05/21
- Power Purchase Agreement submitted on 213 E 14th loc - 01/05/21
- Sunlight Financial loan approval - 01/11/21
- State inspection on 213 E 14th location (passed) - 01/13/21
- Joshua Alford terminated - approx. 02/01/21
- Sunlight Financial payments commence: \$503.62 - 03/07/21
- Mosaic monthly payments commence: \$129.94- 03/15/21
- New roofer (2 of 3) looks at roof - aprox. 03/15/21
- Sunlight Financial payment: \$503.62 - 04/07/21
- Mosaic monthly payment: \$129.94- 04/15/21
- Sunlight Financial payment: \$503.62 - 05/07/21
- Mosaic monthly payment: \$129.94- 05/15/21
- Sunlight Financial payment: \$503.62 - 06/07/21
- Initial meeting with third roofer (4 Bros Roofing) - 06/11/21
- Mosaic monthly payment: \$129.94- 06/15/21
- Sunlight Financial payment: \$503.62 - 07/07/21
- Mosaic monthly payment: \$129.94- 07/15/21
- Roof install started - 07/27/21
- Roof completed - 08/03/21

- Sunlight Financial payment: \$503.62 - 08/07/21
- Mosaic monthly payment: \$129.94- 08/15/21
- Sunlight Financial payment: \$503.62 - 09/07/21
- Solar install crew set roof panels at Preacher Holt loc. - 09/14/21  
(unsuccessful)
- Solar install crew set electrical at Preacher Holt loc. - 09/14/21
- Mosaic monthly payment: \$129.94- 09/15/21
- Roof quality review #1 - 09/17/21
- Roof quality review #2 - 10/06/21 (repairs pending)
- Sunlight Financial payment: \$503.62 - 10/07/21
- Solar install crew set roof panels at Preacher Holt loc. - 10/08/21  
(unsuccessful)

As you can see from the above timeline, we have been making payments on this system since March 2021. We have yet to see the completion on any of the three phases of our system while continuing to purchase 100% of our electricity from utility companies.

Following is a breakdown of where we stand, as I understand, on each of the phases:

213 E 14th Street:

- We tried to turn on the solar system at the advisement of Solar Titan back in February, after a master electrician had done some repairs on the system. Shortly thereafter, the local utility came by to inform us that there was no agreement/inspection performed by The TVA and, therefore, shut off. Solar Titan was advised and they agreed to research and remedy any infringement. Around August 10, 2021 I was informed that a back-feed test was required by the utility provider and would be scheduled to bring this system into compliance. No remedy has been realized.

1854 Preacher Holt roof:

- The roof was installed and upon a quality review with Adam of 4 Bros Roofing, an expert was scheduled to come out and assess some problem areas. Upon further inspection, remedies have been agreed upon. Currently we are awaiting said remedies to be performed.

1854 Preacher Holt solar:

- Two install crews were sent to install the electrical and roof panels. The electrical crew performed their duties. The roof panel crew arrived with discrepancies in their paperwork; they showed a composition shingle roof on the residence instead of the newly installed metal roof. They did not have the equipment to access or climb the roof and departed without starting the install. When they returned, they still could not perform their tasks on the roof. They were able to measure the roof and found they could only install 18 of the 28 panels on the roof. They were informed by Solar Titan to install whatever they could fit.
- This is NOT a suitable solution for us.
- It has been agreed to convert this phase of the project to a ground mount system with no further expense to us. We are currently working on the redesign and new expectations with and from Solar Titan. Master electrician that is scheduled for Friday October 15, 2021 will be

rescheduled (I assume).

This is where we stand to my best remembrance and knowledge. As I stated earlier, this letter is to express our frustration and disappointment with the entire process, thus far. Each time I am required to meet with an install crew, a roofer, or incur a phone call to reacquaint someone with the status of our project after weeks or even months of inactivity, I am drawn from my trade which leverages increased financial pressure on my family as I am the sole earner. Making payments on a note(s) for the past 8 months just adds insult to injury. I have little doubt that our system, including all three phases, will be amazing upon completion; we now feel an extreme expediency to complete it with haste.

Thank you for your time in considering the losses we have incurred throughout this process as we choose to understand that you, like most merchants, are learning to navigate the new challenges induced by illegitimate mandates, labor shortages and scarcity.

We are happy to address any questions you might have, as the above details are outlined by our personal records and could hold slight discrepancies. Every attempt was made to exclude irrelevant details."

\*\*\*\*\*

Since this letter's origination, some progress has been made, although a portion of it counterproductive. The following events are what has happened from October 2021 to present day, all while continuing to make our loan payments on the product we have not received. I've broken the updates into three categories:

#### 1. Domicile Solar Portion

After it was agreed that the required panels would not fit on the roof (even though that's what I'd been sold), the location agreed upon by "us" and Solar Titan USA for the ground mount array of solar panels was prepared by the removing a tree and excavating to make more level (at my expense- this was my choice to perform in order to make the location more desirable and visibly appealing). The ground array was installed and inspection performed by the State. Weeks went by and when it was finally scheduled for commissioning with the local utility company (Duck River Electric Cooperative), the representatives from Duck River informed us that the ground array had been installed directly underneath the high voltage overhead wires feeding our house. They informed us that nothing could be permanently stationed under these wires, up to 20' in each side direction, for the entire length according to their standing easements. They informed us that any company in this field should have known this, or at bare minimum checked with them about the install location first.

Solar Titan USA then proposed moving the Power Lines to our house, after several weeks of "study". This proposal included 4 new power poles on our property and cutting out 3-4 of our 60+ year old trees. This was NOT an

option for us. They then agreed to move the ground array approximately 120' in another suitable location. But the damage had now been done; our hillside was excavated and our pear tree that was removed would not make it back to its previous location from the burn pile.

Once we finally got a crew back out to move the array, everything has once again stalled. Each time I call, I have to remind them where we are in the process and beg them to schedule a crew to come finish the system on our domicile. Each time, a date 2-3 weeks out is offered, which delays the project even more. There is no one scheduled to return as of today.

## 2. Roof Repairs to Domicile Portion

The roof on our domicile was installed, but some of the trim used was incorrect allowing leaks and not visually appealing. I contacted the roofer on multiple occasions with his promise to address. Nothing ever came of it. I mentioned it to the representatives at Solar Titan USA (who sold me the roof, though did not install it) and they have no idea what I am talking about. So, it seems I'm stuck with a mediocre product and will have more money out of pocket to repair it on my own.

## 3. Commercial Building Solar Portion

The third component, which is the solar generating system on my commercial property, was finally commissioned in January of 2022, and produced electricity. But, despite my complaints that the monitoring seemed off, there was no service tech sent to investigate. When one finally was, in May of this year, he found that some internal connections were not properly made at install and the system was not reading the power generated, and so it only appeared that I was producing. The tech fixed the problem and I was FINALLY truly producing power... for 5 days. Then the system quit, it took another several weeks to get a technician out, at which point he found the inverter was bad. I then had to wait for a new inverter to be ordered and arrive. Finally, after 5 more weeks of down time, the new inverter was installed and the system was up and running. EXCEPT, the battery was too old to communicate with the new inverter. So I have been operating without the battery that I paid for, since the end of June. I called today and they said they would look at their schedule and see when they could fit me in.

Each time I call, it results in a 15-30 minute wait time as they try to figure out what's going on with my system(s). It is baffling to me.

All in all, this has proven to be the most disappointing business dealing I have ever encountered. There is no possible way to count the hundreds of hours I have had to commit to seeing that Solar Titan USA does their job. Dozens of hours of work have been lost and countless hours lost to waiting on hold, just to speak with someone who knows what is going on with my project; there is no way to add these back to my life. Along with that, lost fuel, lost wages, lost landscape, lost sleep, increased stresses are just a few trespasses warranted against my family.

I am committed to making sure that everyone I know, or even hear of, who is interested in harnessing the sun's power is well informed about the lack of confidence I have in this company.

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Amount involved?	130000.00
How did you pay?	Other
Was this product or service advertised?	Yes
When	Internet
Where	Pop up ads, Google, everywhere...
What would you like the business to do?	I want my project finished and remedy for my losses!
Is this an Automobile Complaint?	No
Have you contacted the business?	Yes
With whom did you speak?	Jessica Powers, Dale Roden, Jason Horton, Justin, Melissa Preston, Angela and others whom I do not remember their names.
When did you make contact?	Pretty much weekly, often times several times per week (and to be fair, some weeks went by where I forgot to call them for progress updates, but didn't hear anything from them). They virtually NEVER called me- rarely at best.
Is there anyone else with firsthand knowledge of your complaint?	Yes
Enter their name	Jason Horton
Job Title	Energy Consultant
Phone	(865) 603-8918
Email	jason@solartitanusa.com
Have you or the business filed a lawsuit regarding this complaint?	No
How did you hear about the Division of Consumer Affairs complaint program?	Word of mouth
<b>Attachments</b>	
How many files are you uploading?	0
<b>Attestation</b>	
Attestation	By submitting this complaint, I hereby attest to the accuracy or truthfulness of the content.



Submission Time: August 11, 2022 2:02 pm  
Browser: Chrome 103.0.5060.134 / Windows  
Unique ID: 996319572

### Consumer Complaint Process - Acknowledgement

Acknowledge

#### Complainant Information

**Complainant Name** Sandra Slinkard

**Age Range** 60 or older

**Are you an active duty service member, military dependent, or retired from active duty military service?** No

**Country of Residence** United States

**Complainant Address - United States** 13 Towry Lane  
Fayetteville, TN 37334

**Complainant Phone** (256) 655-5264

**Complainant Email** slinkards@bellsouth.net

#### Respondent Information

**Respondent Name** Solar Titan USA attn: Richard Atnap

**Respondent Country** United States

**Respondent Address - United States** 11205 Outlet Drive  
Knoxville, TN 37932

**Respondent County** Knox

**Respondent Phone** (865) 392-1036

**Respondent Email** info@theidealhorizon.com

## About the Incident

<b>Incident Date</b>	Aug 11, 2022
<b>Category</b>	40 - Utilities: Gas/Water/Sewer/Electricity
<b>Give a complete statement of the facts, with dates</b>	Signed installation agreement 5/29/21 was advised in writing the complete installation process would be up and running from start to finish within 3 months. Today is August 11, 2022 and we still don't have any solar working. After the last failed report on March 25, 2022 (which is the third one) we advised them to come and get their equipment (panels and control boxes on the east side of our house). Requested they pay for the area the panels damaged the roof shingles, pay to have the east end of our home repaired and repay us for the payments made to their finance company (Mosaic Finance,support@joinmosaic.com # 855-746-5551). I have been paying \$364.12 every month beginning August, 2021. They categorized the solar as a Home Improvement Agreement with Ideal Horizon Benefits LLC.
<b>Amount involved?</b>	4369.44
<b>How did you pay?</b>	Other
<b>Was this product or service advertised?</b>	Yes
<b>When</b>	May, 2021
<b>Where</b>	email
<b>What would you like the business to do?</b>	Repay all the money invested thus far, pay to have the roof where the panels are re-roofed. and remove all their equipment attached to the east end of our house and repair all the holes in our brick/mortar.
<b>Is this an Automobile Complaint?</b>	No
<b>Have you contacted the business?</b>	Yes
<b>With whom did you speak?</b>	Jessica Powers (jessicapowers@solaritanusa.com) and Dale Roden (daleroden@solaritanusa.com)
<b>When did you make contact?</b>	March 3, 2022
<b>Is there anyone else with firsthand knowledge of your complaint?</b>	Yes
<b>Enter their name</b>	Greg Slinkard
<b>Phone</b>	(256) 653-1703
<b>Email</b>	slin3305@bellsouth.net

Have you or the business filed a lawsuit No  
regarding this complaint?

How did you hear about the Division of Other  
Consumer Affairs complaint program?

Other: My attorney

### Attachments

How many files are you uploading? 1

File #1 <https://stateoftennessee.formstack.com/admin/download/file/13185765291>

Supporting text about the file#1 A copy of all communication, copy of failed reports

### Attestation

Attestation By submitting this complaint, I hereby attest to the accuracy or truthfulness  
of the content.